

Help Desk SharePoint 2007 Solution Setup

Setup

A basic knowledge of how to administer SharePoint and how to set up CorasWorks web parts will be helpful in making the changes specified below. If more instruction is needed, refer to the CorasWorks Capabilities Guide.

Task	Directions
Create Working Site	Create the site using the CorasWSC.HelpDesk.v9.0.1 template.
Set up Department choices	<ul style="list-style-type: none">• Modify the settings for the Support Request list.• Edit the Department column and change the values to those appropriate for your organization.
Configure Chained actions	<p>Go to the Actions Wizard page under the Tech Admin tab.</p> <ul style="list-style-type: none">• Edit the action named Assign Support Request(s) to an Engineer and Notify.• In the configure action definition section, set Action 1 to Set Assign Support Request(s) to an Engineer. Set Action 2 to Email Assigned Engineer.

Additional Implementation Options

Allow the Creation Support Requests From Any Site

Place an Action Selector web part on another site, such as a department portal page. Add the Create A New Support Request action so that it can run from the Action Selector.

Technical Reminders

Assumption: Your organization has imported user names and email addresses to the SharePoint user information. If not, fields that hold a Person's name will not work correctly.